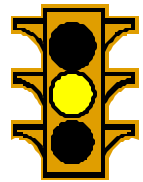


CUSTOMER SERVICE AND EDUCATION DIVISION DASHBOARD



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STRATEGIC GOALS

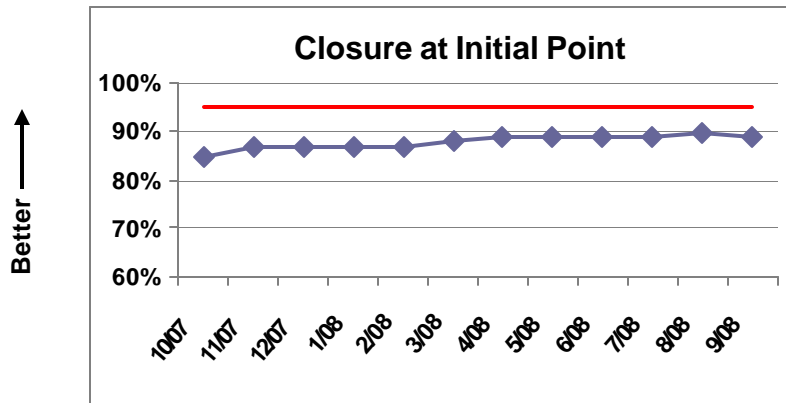
- II. Foster a work environment that values quality, respect, diversity, integrity, openness, communication and accountability.
- III. Sustain a high performance work culture utilizing staff development, technology, and innovative leadership and management strategies.

MEASURE:

Percent of telephone inquiries closed at initial point of contact.

Closure at Initial Point of Contact

Target: 95%



Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2008/09	89%	90%	89%									
2007/08	87%	86%	86%	85%	87%	87%	87%	87%	88%	89%	89%	89%
2006/07	87%	87%	86%	89%	94%	88%	88%	88%	87%	87%	87%	87%

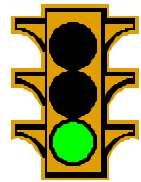
INITIATIVES: *Improve staff training and knowledge*

Initiatives	Milestones
<i>Increase knowledge level of phone agents to answer member questions and reduce escalated calls to program areas.</i>	<ul style="list-style-type: none"> By 12/31/08, provide second level health benefit training to 2/3 of our existing staff. By December 31, 2008, provide one QA coach for each customer service unit in the contact center and upgrade the level of monitoring to provide weekly feedback.

COMMENTS:

- This dashboard is coded yellow again because we anticipate further improvements as staff experience and knowledge increases.
- The ability to access closed on contact reports (in SmartDesk) has improved our ability to target opportunities for improvement.
- Our Internal Agent Assistant Line is also allowing more calls to be closed by allowing inexperienced agents to pass the call to one who can assist the member.

CUSTOMER SERVICE AND EDUCATION DIVISION DASHBOARD



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STRATEGIC GOALS

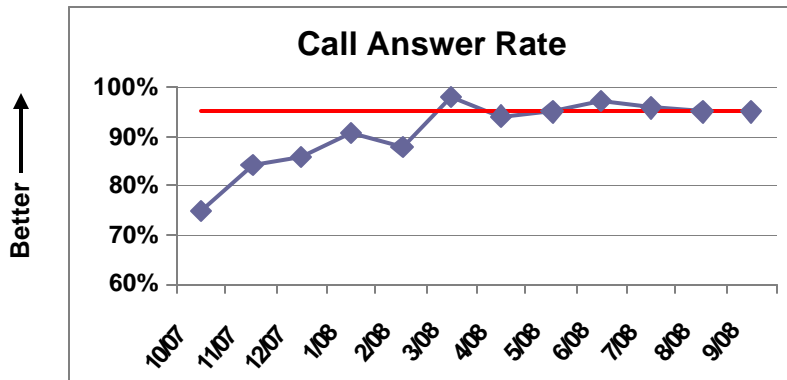
V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

MEASURE:

Answer before the caller abandons call, due to wait time.

Call Answer Rate

Target: Answer 95% of calls received.



Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2008/09	96%	95%	95%									
2007/08	87%	75%	69%	75%	84%	86%	91%	88%	98%	94%	95%	97%
2006/07	88%	89%	80%	84%	94%	94%	97%	92%	92%	92%	95%	90%

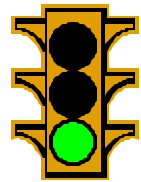
INITIATIVES: *Improve Customer Service*

COMMENTS:

Initiatives	Milestones
<i>Establish resource pool of over hires to compensate for vacancies that impact service levels.</i>	<ul style="list-style-type: none"> By September 30, 2008, recruit, hire and train to fill twelve additional positions (complete).

- This dashboard is green for the third consecutive quarter.
- We are currently evaluating this target and aligning it with the current environment.
- In the coming months, we plan to increase customer service training opportunities for phone agents without negatively impacting service levels.

CUSTOMER SERVICE AND EDUCATION DIVISION DASHBOARD



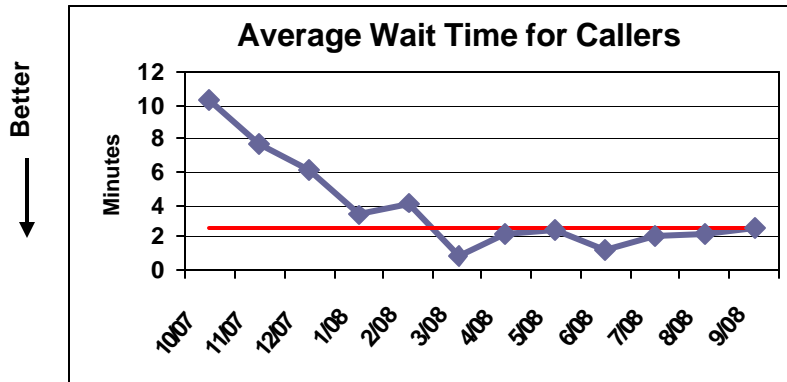
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STRATEGIC GOALS

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

MEASURE:

The length of time the callers wait for an agent after leaving the Interactive Voice Response (IVR) system and entering the queue.



Average Wait Time

Target: Answer calls within a monthly average of 2 minutes and 30 seconds.

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2008/09	2:04	2:10	2:28									
2007/08	6:55	10:49	13:10	10:19	7:37	6:08	3:25	4:03	0:47	2:10	2:25	1:15
2006/07	6:29	5:42	10:30	7:34	3:53	3:37	2:37	4:50	5:10	5:04	3:04	5:39

INITIATIVES: *Improve Customer Service*

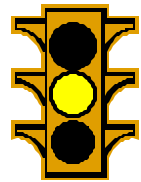
Initiatives	Milestones
<i>Establish resource pool of over hires to compensate for vacancies that impact service levels.</i>	<ul style="list-style-type: none"> By September 30, 2008, recruit, hire and train to fill twelve additional positions. (Complete)

COMMENTS:

- This dashboard is green for the third consecutive quarter.
- We are currently evaluating this target and aligning it with the current environment.
- In the coming months, we plan to increase customer service training opportunities for phone agents without negatively impacting service levels.

ATTACHMENT B-3

CUSTOMER SERVICE AND EDUCATION DIVISION DASHBOARD



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STRATEGIC GOALS

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

VI. Administer pension benefit services in a customer oriented and cost effective manner.

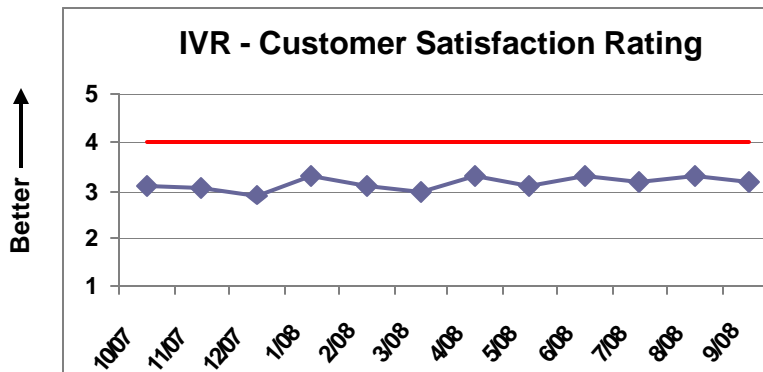
MEASURE:

Overall customer satisfaction rating for the Interactive Voice Response (IVR) system.

IVR Customer Satisfaction Rating

Target: 4.0 (average).

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2008/09	3.2	3.3	3.2									
2007/08	3.1	3.2	3.3	3.0	3.0	2.9	3.3	3.1	3.0	3.3	3.1	3.3
2006/07	3.3	3.3	3.2	3.3	3.4	3.3	3.3	3.4	3.3	3.3	3.3	3.3



INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
<i>Evaluate and improve the IVR system so it is more user friendly for members.</i>	<ul style="list-style-type: none"> By June 30, 2009, in conjunction with implementation of the PSR project, provide member authentication on the IVR. By September 30, 2009, in conjunction with PSR implementation begin to provide self service opportunities on the IVR comparable to services provided on the web.

COMMENTS:

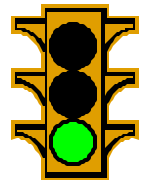
- This dashboard remains yellow.
- The rating scale the customer sees on the survey card is shown below:

Not Satisfied Very Satisfied

1 2 3 4 5

- We have outlined future IVR system improvements to improve system responsiveness, including the removal of little used dialogue modules and transfer-to-agent functionality enhancements for the IVR system. We anticipate that these changes will be implemented in line with PSR implementation plans at the earliest possible convenience.

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STRATEGIC GOALS

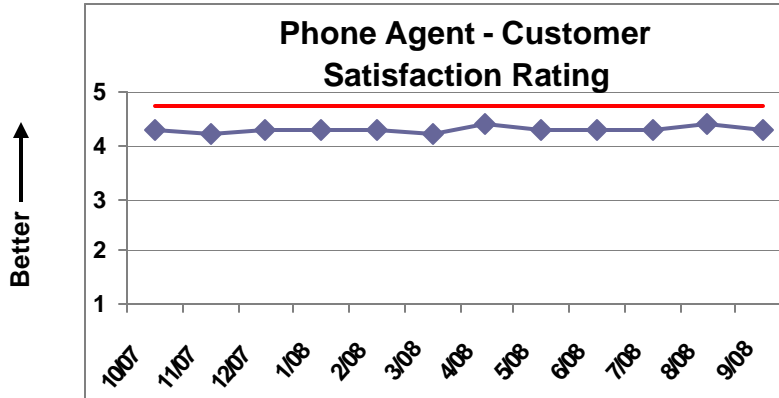
V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

MEASURE:

Customer satisfaction rating for phone agent services.

Phone Agent Customer Satisfaction Rating

Target: 4.7 (average)



Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2008/09	4.3	4.4	4.3									
2007/08	4.3	4.4	4.3	4.3	4.2	4.1	4.3	4.3	4.2	4.4	4.3	4.3
2006/07	4.3	4.3	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.3	4.4

INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
<ul style="list-style-type: none"> Manage workforce to meet customer demand during peak periods. Improve agent customer service skills through formal training and professional coaching. Improve average customer rating for the "timely and efficient processing" factor. 	<ul style="list-style-type: none"> By September 30, 2008, enhance the customer satisfaction rating scale (survey cards have been ordered). By December 31, 2008, provide one QA coach for each customer service unit in the contact center and upgrade the level of monitoring to provide weekly feedback.

COMMENTS:

- We are coding this dashboard green.
- We have been maintaining a 4.3 or higher approval rating for the past two quarters reflecting that customer service expectations are being realized.
- Plans have begun to identify additional professional customer service training.
- "Timely and efficient processing" remains the lowest rated area.
- We are currently revising the scale to more clearly identify the customer satisfaction rating. The rating scale the customer currently sees on the survey card is shown below.

Not Satisfied Very Satisfied

1 2 3 4 5

1st Quarter 2008-09